



BIRTHDAY PARTY BOOKING TERMS AND CONDITIONS

- ▶ YMCA Thames Gateway Group takes no responsibility of loss or damage to any personal belongings.
- ▶ YMCA Thames Gateway Group does not tolerate any violent, threatening behaviour or bad language towards our members of staff.
- ▶ Cutting of the cake is parent’s responsibility; party host will provide a cake knife. Please provide your own napkins for the cake.
- ▶ All children must wear socks throughout the playtime.
- ▶ Sparklers are strictly not allowed in the food room due to fire and health and safety reasons.
- ▶ Payments must be paid in full prior to your party and by 5pm on the Wednesday before the party, otherwise your party may be cancelled. Please note that deposits are non-refundable.
- ▶ Parents are strictly not allowed on the bouncy castles due to health and safety and potential damage that can be caused. The maximum age for the castles is 11 years.
- ▶ Party Hosts will come into the food room to start tidying up 5 minutes before the end of the food time and will ask that you start handing out your party bags.
- ▶ It is the parent’s responsibility to supervisor the food room. Our staff do not waiter or entertain in the food room.
- ▶ No decorations should be hung from the ceiling or displays in the food room, and will be removed. Please only use blue tack to put up banners, cello tape will be taken down by staff.
- ▶ All guests are asked to wait in the diner until the start of your party, it’s the parent’s responsibility to ensure that children sit and wait nicely.
- ▶ The party will be strictly between the times that the party is booked for. Once the booked time has been reached, parties will be asked to vacate the room and move to the diner.
- ▶ No toys or furniture should be removed/used from the food room at any point; these items are not for party use and will be put back by our team.
- ▶ No kitchen utensils or equipment should be removed or used during the party in the food room.
- ▶ Adults have overall responsibility for the children who are attending the party, there must be at least two adults present at all times and they must stay with the children for toilet runs and in case of an emergency.
- ▶ Any broken or damaged items, furniture or equipment must be paid for.
- ▶ NO ELECTRICAL EQUIPMENT can be brought on-site or used. Our team will ask you to remove items immediately and failure to comply with our staff will result in asking you to leave.
- ▶ There are no planned fire drills, however in the event of a fire please follow the instructions which are given by our members of staff.
- ▶ During colder months, December, January and February, we would recommend that spectators wrap up warm as the sports hall is colder than normal. Subject to availability and in extreme cold weather conditions, complimentary tea and coffee will be provided for spectators only.
- ▶ Please ensure that all person’s that using the YMCA car park. Register their number plate at our main reception. This is your responsibility and failure to do so will result in a fine.
- ▶ Please understand that the deposit is NON-REFUNDABLE. You will not receive your deposit back if the party is cancelled.
- ▶ Failure to comply with any of our terms and conditions may result in your party being cancelled and you will have to leave the premises.

I HAVE READ AND AGREE TO THE ABOVE TERMS AND CONDITIONS (please sign

Date of party	Child’s name	Parent name (print)	Parent signature